COMPAQ

Getting Started

Compaq Presario
6000 Series Computer

This guide helps you get acquainted with the features of your computer and provides solutions to problems.

Connection locations and system components may vary.

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WARNING: Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

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1

Getting Information and Updates

Information about your computer is available in the printed documents that came with your computer and from the Compaq Web site. Use this guide as your first point of reference, and then refer to the following documents:

- *Quick Setup* poster
- *Warranty and Support Guide*

The Compaq Web site provides additional information about your computer:

- For general information about products and services, go to **compaq.com/athome**.
- For answers to computer support questions, go to **compaq.com/consumersupport**.

When requesting computer support, include the following information in your inquiry. Please write it down now for your future reference.

Product Name: _____

Model Name: _____

Serial Number: _____

Date of Purchase: _____

Warranty and Support Guide

The *Warranty and Support Guide* describes the Compaq commitment to repair or replace parts during the computer's warranty period and lists important Compaq telephone numbers.

In the event of a mechanical problem, contact Compaq, not the retailer who sold you the computer. Keep the guide in a safe place for future reference.

Replacing Parts and Upgrading

For hardware upgrade and installation instructions, see Chapter 6, "Upgrading the Computer."

If you have a problem and can't resolve it after referring to this information and to the Compaq Web site, contact Technical Support. If the technician determines a replacement part is necessary, you will receive the replacement part, with illustrated instructions for removing the factory-installed part and replacing it.

Locating *SoftPaq* Information

You can download original product drivers as well as the latest updates and software fixes (known as *SoftPaqs*™) by going to the Web site **compaq.com/consumersupport** and choosing "Drivers & Downloads."

When prompted, be prepared to enter your computer's product type, model, series, and operating system to access the *SoftPaqs* for your computer. Follow the instructions in the Readme.txt file or at the download site to install your software update.

Compaq can also deliver *SoftPaqs* automatically if you activate Compaq Update. Press the Internet **Help ?** button on your keyboard for further information and direct access to *SoftPaqs*.

2

Using the Computer

The operation of your computer is controlled by two kinds of software:

- Software applications, such as Microsoft Works, which perform specific functions
- The Microsoft Windows operating system, which governs the interaction of the computer's hardware, peripherals, and software applications

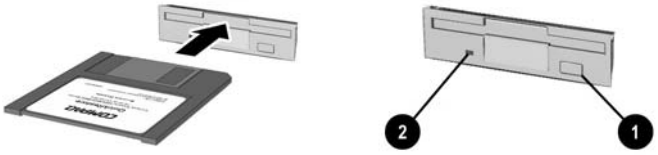
You will find information about using applications and Microsoft Windows in the printed manuals and online Help that accompany them. For Microsoft Windows, you can also press the Internet **Help ?** button on your keyboard to access the built-in Compaq Help & Support Center.

This chapter provides introductory information about your computer's hardware. For more details, see Chapter 6, "Upgrading the Computer."

Using the Diskette Drive

The diskette drive (also known as a floppy drive) uses a 3½" diskette (or floppy disk) to store files. A diskette can hold up to 1.44 MB of data. Once information is copied onto a diskette, it remains until you delete or overwrite it.

- To insert a diskette, hold it with the label facing up and the arrow on the diskette pointing toward the drive; then gently push the diskette into the drive.



Inserting and Removing a Diskette

- To remove a diskette, press the Eject button ❶ on the diskette drive.

CAUTION: Wait until the diskette drive activity is complete (the activity light ❷ stops glowing) before removing a diskette. Removing a diskette when the drive is reading from or writing to the diskette can damage the diskette or the information stored on it.

Remove the diskette from the drive prior to shutting down Microsoft Windows, so that Windows will run when you restart.

Using the Hard Drive

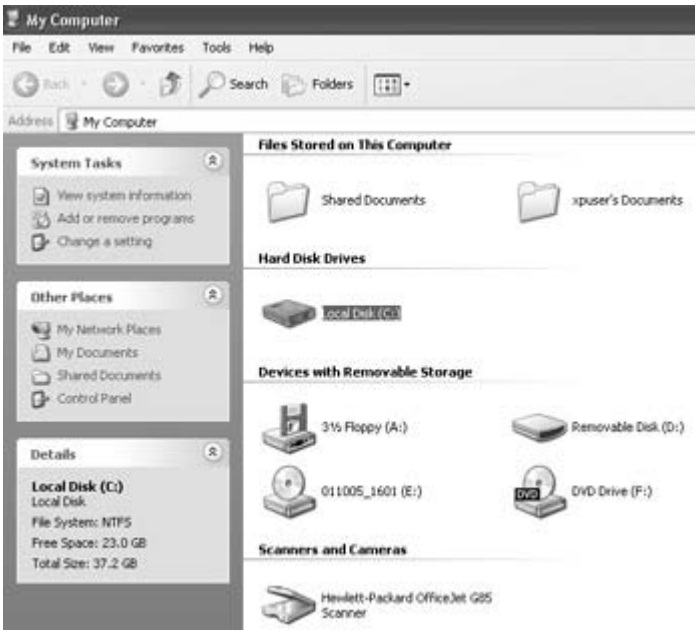
You can store computer operating files, applications, data, Internet files, and personal files on your hard drive.

As you create and save files, download information from the Internet, install applications, or receive email messages and attachments, your hard drive storage space diminishes. The amount of information you can store on your computer's hard drive depends on the size of the drive, so you may want to check the available space before installing an application or copying a large amount of data.

To Check Hard Disk Space

1. Click the **Start** button on the Windows taskbar.
2. Click **My Computer**.

3. Click the hard disk drive you are checking.
4. Notice the amount of free space listed in the **Details** area and make sure it is enough for your application or data.



Using the CD or DVD Drive

Your computer may have one or two optical drives—CD-ROM, CD-RW, DVD-ROM, and/or DVD+R/RW drives—depending on the model you purchased. These drives allow you to perform several different activities, such as storing information, listening to music, or viewing and creating movies.

DVD-ROM and DVD+R/RW drives take longer to begin playback than CD drives because they must determine the type of media being played. If any of the drives fails to play a disc, check to make sure that the disc is inserted with the label facing up (facing left on tower models) and properly seated in the drive.

Comparison of Drives and Actions

Allows you to...	CD-ROM	CD-RW	DVD-ROM	DVD+R/RW
Read CDs, CD-Rs, and CD-RWs	•	•	•	•
Read DVDs			•	•
Read data from CD	•	•	•	•
Listen to music	•	•	•	•
Write data to disc for storage		•		•
View movies			•	•
Record movies				•

Support for Disc Types

You can use several different types of optical discs with your CD or DVD drives. The type of drive in your computer and the type of disc you use determine what you can do. For example, you can listen to music, but not record it, if you use a CD-ROM disc in the CD drive. On the other hand, you can record and play back a DVD movie if you use a DVD+R or DVD+RW disc in the DVD+R/RW drive.

A DVD+R disc is compatible with more DVD set-top players than a DVD+RW disc. Consult with your DVD player's manufacturer to determine what discs it can use.

Optical Disc Comparison

Disc Type	File Type	Ability to Record	Ability to Play Back	Ability to Play Back on other PCs	DVD Player
CD-ROM	Data	No	Yes	Requires CD-ROM, DVD-ROM, CD-RW, or DVD+R/RW hardware	Varies per model
	Music	No	Yes	Requires CD-ROM, DVD-ROM, CD-RW, or DVD+R/RW hardware	Varies per model

Optical Disc Comparison *(Continued)*

Disc Type	File Type	Ability to Record	Ability to Play Back	Ability to Play Back on other PCs	DVD Player
CD-R	Data	Yes (only once)	Yes	Requires CD-ROM, DVD-ROM, CD-RW, or DVD+R/RW hardware	Varies per model
	MP3 Music	Yes (only once)	Yes	Requires CD-ROM, DVD-ROM, CD-RW, or DVD+R/RW hardware	Varies per model
CD-RW	Data	Yes	Yes	Requires CD-ROM, DVD-ROM, CD-RW, or DVD+R/RW hardware	Varies per model
	MP3 Music	Yes	Yes	Requires CD-ROM, DVD-ROM, CD-RW, or DVD+R/RW hardware	Varies per model
DVD-ROM	Data	No	Yes	Requires DVD playback software and DVD-ROM or DVD+R/RW hardware	No
	DVD Movie	No	Yes	Requires DVD playback software and DVD-ROM or DVD+R/RW hardware	Yes
DVD+R	Data	Yes (only once)	Yes	Requires DVD-ROM or DVD+R/RW hardware and software	No
	DVD Movie	Yes (only once)	Yes	Requires DVD-ROM or DVD+R/RW hardware and software	Yes (varies per model)
DVD+RW	Data	Yes	Yes	Requires DVD-ROM or DVD+R/RW hardware and software	No
	DVD Movie	Yes	Yes	Requires DVD-ROM or DVD+R/RW hardware and software	Varies per model

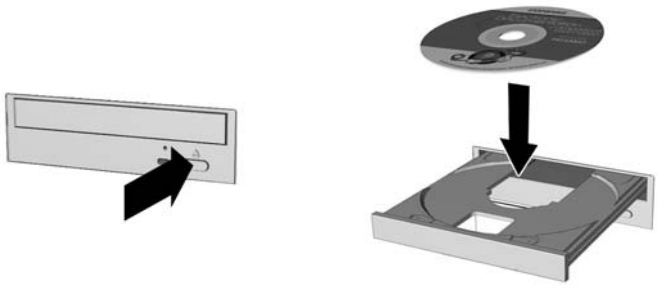
Inserting and Removing a CD or DVD Disc

To insert or remove a CD or DVD disc, follow the procedures below.

Your computer must be turned on before you can insert or remove a CD or DVD disc.

To Insert a Disc

1. Press the Load/Eject button to open the drive.



Inserting a CD or DVD disc

2. Carefully lift the disc from the CD case. Hold the disc by the edges and the center hole only, to avoid touching the surface.
3. Place the disc, label side facing up, into the round area of the tray.
4. Press the Load/Eject button to close the drive.

To Remove a Disc

- To remove the disc, press the Load/Eject button to open the drive.

Listening to Music

You can listen to music using any CD-ROM, CD-RW, DVD-ROM, or DVD+R/RW drive.

To Listen to Music

1. Insert a CD or DVD disc.
2. Wait for the disc to start playing automatically.

   If the disc does not play automatically, follow the onscreen instructions.
3. Press the Load/Eject button to eject the CD or DVD from the drive.

To Adjust the Volume

1. Click the **Start** button on Windows taskbar.
2. Click **Control Panel**.
3. Click **Sounds, Speech, and Audio Devices**.
4. Click **Adjust the System Volume**.

5. Make adjustments to the device and speaker volume levels.

6. Click **Apply**, then **OK**.

Playing a Movie

You can play a DVD movie only on a DVD-ROM or DVD+R/RW drive.

To Play a Movie

1. Insert a DVD disc.

For best performance, close all other programs before playing a DVD movie.

2. Wait for the DVD to start playing automatically. If it does not, follow these steps.
   a. Click the **Start** button on your Windows desktop.
   b. Click **All Programs**, **WinDVD**, then **WinDVD Player**.
   c. Click the **Play** button to start the movie.
3. Press the Load/Eject button to eject the DVD from the drive.

Creating a CD

There are several applications available for creating CDs. Compaq provides CD burning software on select models to assist you with creating CDs.

Uses of the CD-RW Drive

You can create ...	To ...
An audio CD	Create personal music CDs with your favorite music tracks and MP3/WMA files.
A data CD	Store data from files or folders on your hard disk. This feature is useful for backing up important files or for sharing data with other people.
A direct copy of files	Write files directly to a CD-R and CD-RW just like you copy files to a disk drive. You can drag and drop files from one drive to another in Windows Explorer.
A copy of a CD	Create an entire copy of a CD or a backup of data files.
Jewel Case inserts and labels	Make custom jewel case inserts and CD labels to indicate the title and contents of a CD (labels are sold separately).

You can use either CD-R or CD-RW discs to create your CDs. You can write to a CD-R disc only once; but you can write to, erase, rewrite to, and reuse a CD-RW disc.

It is recommended that you use a CD-R disc if you are going to play it in a CD player, CD-ROM, DVD-ROM, or DVD+R/RW drive.

CD-RW discs are typically used for making data backups of your personal CDs and computer hard drive.

CD-R and CD-RW Disc Comparison

Allows you to...	CD-R	CD-RW
Write to CD	•	•
Write to CD multiple times		•
Use multiple recording sessions		•
Reuse CD		•
Erase information		•

Maintaining the CD or DVD Drive

Keep the following guidelines in mind when maintaining and cleaning your CD or DVD drive:

- Do not move the drive while it is operating.
- Avoid exposing the drive to rapid changes in temperature.
- If the drive is exposed to sudden change in temperature, wait one hour before turning off the computer.
- Avoid exposing the drive to high temperatures or humidity, direct sunlight, or mechanical vibrations.
- Clean the panel and controls with a soft, dry cloth.
- Never spray cleaning fluids into the drive.
- Unplug the computer if any liquids or objects fall into the drive.

Using the Mouse

Your computer includes either a Scroll Mouse or an Optical Mouse.

Mouse Components

❶	Left Mouse Button	Click and quickly release to make screen selections. Double-click and quickly release to open applications and files.
❷	Scroll Wheel	Spin to move backward and forward through a document without having to continuously move the mouse. Click to activate autoscroll.
❸	Right Mouse Button	Click and quickly release to display application menu selections.

If you wish, you can switch the functions of the left and right buttons of a mouse.

To Modify Mouse Buttons

1. Click the **Start** button from the Windows taskbar.
2. Click **Control Panel**.
3. Click **Printers and Other Hardware**.

4. Click **Mouse**.
5. Check "Switch primary and secondary buttons" on the Buttons tab.
6. Click **OK** to apply the changes.

Using the Scroll Mouse

The mouse directs the cursor on the Windows desktop. Use the mouse to move quickly through a document or Web site.

Moving through a document or Web site with the scroll wheel is faster than using the scroll bar. You can use the scroll wheel to:

- Scroll forward or backward through a document or Web site by turning the scroll wheel forward or backward.
- Autoscroll by pressing down on the scroll wheel until it clicks (you will see an autoscroll icon on your desktop). Move the mouse vertically, horizontally, or diagonally to scroll in the desired direction. The farther you move the cursor from the starting point icon, the faster the scrolling occurs. To stop autoscrolling, press any mouse button.

Autoscrolling does not work with some software.

Using the Optical Mouse

The optical mouse is available with select models. It provides the same functions as the scroll mouse, but it uses an optical sensor instead of a mechanical ball to determine the position of the cursor on the screen. The surface on which you use the optical mouse plays an important role in tracking the cursor.

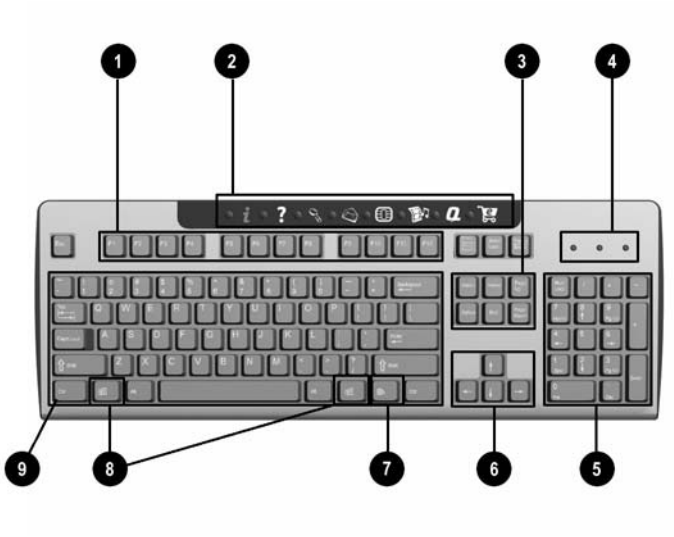
When using the optical mouse:

- Use a mousepad or a white sheet of paper underneath your mouse. Using it on a glass or see-through surface will inhibit the ability of the sensor to track the cursor.
- Avoid using the mouse on a reflective surface such as a mirror or shiny metal disk. This may cause tracking problems.

- Some wood grains and grooved surfaces may also cause tracking problems.
- If your mouse does not function properly, see the troubleshooting section "Optical Mouse" on page 5–17.

Using the Compaq Internet Keyboard

Your computer includes either a PS/2 or USB Compaq Internet Keyboard.



Compaq Internet Keyboard Components

❶	Function Keys	Perform special functions, depending on the software application being used.
❷	Internet Buttons	Provide quick access to your favorite Web sites, services, and applications.
❸	Edit Keys	Include the following: Insert, Home, Page Up, Delete, End, and Page Down.
❹	Status Lights	Indicate a quick status of your computer and keyboard settings (Num Lock, Caps Lock, and Scroll Lock).

Compaq Internet Keyboard Components *(Continued)*

❺	Numeric Keys	Work like a calculator keypad.
❻	Arrow Keys	Navigate through games or through a document or Web site. These keys allow you to move left, right, up, and down, using the keyboard instead of the mouse.
❼	Application Key*	Opens pop-up menus (like the right mouse button) in a Microsoft Office application. May perform other functions in other software applications.
❽	Windows Logo Keys*	Open the Start menu in Microsoft Windows. Used in combination with other keys to perform other functions.
❾	Main Keys	Work like standard typewriter-style keys.

*Keys available in select geographic regions.

Using the Internet Buttons

The Internet Buttons make accessing your favorite Web sites, services, and applications easier and faster.

Several Internet Buttons are programmed to default to an Internet Web site when pressed. However, until you set up your Internet Service Provider (ISP), the buttons will take you to a window that guides you through the ISP setup process.

Internet Buttons

❶	i	Instant Internet	Provides your daily starting point to the Internet. It connects you to a customizable Web page filled with local weather, news, sports, and financial information.
❷	?	Help	Takes you to the Compaq Help & Support Center, which provides information about your computer. You can find information about your computer and computer-related peripherals as well as access links to online technical support.
❸		Search	Accesses a Web site that helps you locate news and information on the Internet. Search for topics including news and information, shopping, graphics, music, and video.
❹		Email	Launches your email application.

Internet Buttons *(Continued)*

❺		Community	Launches the Compaq online Community, which provides online collaboration between novice and technical experts, who share knowledge and information and provide assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users.
❻		Entertainment	Connects you to the world of entertainment, featuring music downloads, streaming video, Webcasts, entertainment news, and reviews.
❼		My Compaq PC	Takes you to the My Presario Web site.
❽		Retail/Affinity Central	Provides an instant connection to your computer store and a variety of leading consumer companies.

✎ Internet Button functions may vary by model and by region.

Customizing the Internet Buttons

All Internet Buttons can be reprogrammed to open any software application or data file on your hard drive, or any Internet address.

To reprogram the Internet Buttons, follow these steps:

1. Click the **Start** button from the Windows taskbar.
2. Click **Control Panel**.
3. Click **Printers and Other Hardware**.
4. Double-click **Easy Access Buttons**. The Easy Access Buttons dialog box is displayed.
5. Click the **Help** button on the Easy Access Buttons dialog box for instructions.

3

Using the Internet

The Internet is a global, interlinked network of computers that allows you to connect your computer with others throughout the world. You can send and receive email, find information on the World Wide Web, and access many other services.

The Basics

Before you begin surfing the Internet, ensure that your computer modem phone line or broadband cable is connected, as shown in the *Quick Setup* poster included with your computer.

Next, establish an Internet Service Provider (ISP) account. On certain models, Compaq provides a selection of ISPs for you to choose from; check your Windows desktop.

What Is the Internet?

The Internet is a shared network of computers that transmit data and make the electronic exchange of information possible. Documents are stored on servers (specialized computers) on the Internet.

Many of these documents are Web pages, part of the interlinked World Wide Web. They use Hypertext Transfer protocol (HTTP) to deliver information in a format readable by your Web browser. Millions of documents, pictures, software files, and entertainment files are available on the World Wide Web.

What Is a Hyperlink?

Imagine you're reading a newspaper. On page 1, you may read something like "For more details, see page 3, column 2."

A hyperlink on a Web page works the same way, except that the jump to related information occurs electronically, with a single click of the mouse to launch the hyperlink. You can move instantly from page to page, Web site to Web site. Linking files together is what gives the Web its name, weaving and connecting idea to idea, all over the world.

Web Browsers

A Web browser like Microsoft Internet Explorer lets you view and explore information on the Web.

Common features of a Web browser include:

- Home page—your starting point for exploring the Web
- Search engine—an application that searches for Web information you request
- Bookmarks/Favorites—a list of Internet addresses you often visit
- History list—a list of Web sites you have visited recently

Email

Email (electronic mail) allows you to send letters, pictures, postcards, even music and video clips, to anyone instantaneously.

Outlook Express is the email program that comes with your computer. You can use other email programs, like AOL and Yahoo! Mail, if you wish.

To Set Up Microsoft Outlook Express Email

1. Press the **Email** button on the keyboard.

If the Internet Connection Wizard starts, Outlook Express is not yet configured, and you must go through the configuration process. Contact your Internet Service Provider (ISP) for the proper configuration settings.

2. Click the **Send and Receive** button on the toolbar. A dialog box requesting your password is displayed.
3. If you are prompted for a password, type it in.
4. Click **Remember Password**.
5. Click **OK**. You are now set up and ready to use email.

To Send an Email

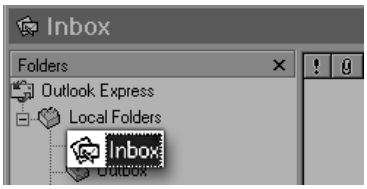
1. Press the **Email** button on the keyboard.
2. Click the **New Mail Message** icon ❶.
3. Type the recipient's email address in the **To** box ❷.
4. Type the subject of your message in the **Subject** box ❸.
5. Type your message in the message window ❹.
6. Click **Send** ❺.

Email addresses contain no spaces and have a period after the server name. Dashes and underscores may be used. Capital letters may be required. Confirm email addresses with recipients prior to sending.

To Read Your Email Messages

Your ISP receives email messages for you automatically, even when your computer is shut down. The ISP then stores your messages until you open your email program and read them.

1. Press the **Email** button on the keyboard.
2. Click **Inbox**. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the window to close the email, or press the **Delete** key on the keyboard to delete the message.



Content Advisor

The Internet provides you with access to a wide variety of information, but some information may not be suitable for every viewer.

With Content Advisor, you can:

- Control Internet access
- Set up a password
- Set up a list of Web sites that people who use your computer cannot view
- Adjust the type of content people can view with or without your permission

To Restrict Internet Content

1. On the Windows desktop, click **Start**, then click **Control Panel**.
2. In the **Control Panel**, click **Network and Internet Connections**, then click **Internet Options**.
3. Click the **Content** tab ❶.
4. In the Content Advisor area, click **Enable** ❷.
5. Click **Settings**, and then type your password in the Password box.
6. Click a category in the list, and then drag the slider to set the limits you want to use.
7. Repeat this process for each category you want to limit, and then click **OK**.

4

Maintaining the Computer

Routine and preventive maintenance for the computer is important. A few basic procedures will help keep the computer in good operating condition.

Routine Maintenance Guidelines

Keep the following care guidelines in mind when you are setting up or using your computer:

- Operate the computer on a level surface.
- Make sure you have at least 3 inches (8 cm) of space between the back of the unit and any cabinet or wall.
- Make sure you have at least 3 inches (8 cm) of space between the top of the monitor and any cabinet.
- Never block vents or air intake areas for the computer or monitor.
- Never operate the computer with the cover or side panel removed.
- Keep the computer away from excessive heat, cold, moisture, and direct sunlight.
- Keep liquids away from the computer and keyboard.
- Turn off the computer before you:
  - ❏ Wipe the exterior with soft, damp cloth
  - ❏ Clean the air vents

Preventive Maintenance

Preventive maintenance is essential for keeping your computer in good working condition. A few basic tasks include:

- Creating backup files
- Deleting unwanted files
- Optimizing your hard drive
- Running virus scan software

It is recommended that you back up files and optimize your hard drive at least monthly. If you use your computer a great deal, you may want to perform these tasks more frequently.

Cleaning Up the Hard Drive

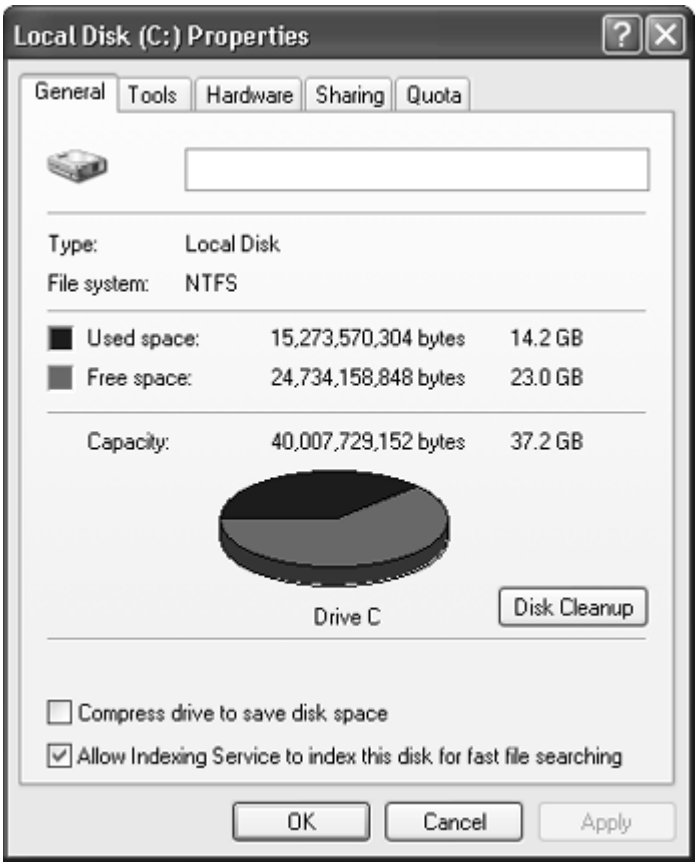
As you use your computer and store files, the hard drive begins to fill up and get cluttered, which ultimately affects performance. To prevent this, you can delete files that you are not using.

CAUTION: You should not delete any unfamiliar files. If in doubt, do not delete.

To Clean Up the Hard Drive

1. Close all open programs.
2. Click the **Start** button from the Windows taskbar.
3. Click **My Computer**.
4. Right click the hard disk drive you want to clean up.
5. Click **Properties** on the pop-up menu.

6. On the **General** tab, click **Disk Cleanup**.



7. Click the types of files you want to delete.
8. Click **OK**.

Emptying the Recycle Bin

After you delete files from the hard drive, they are sent to the recycle bin. You can retrieve files that are sent to the recycle bin as long as you have not emptied it.

Once you empty the recycle bin, your files are permanently deleted.

To Empty the Recycle Bin

1. Double click the **Recycle Bin** icon on your Windows desktop.
2. On the **File** menu, click **Empty Recycle Bin** to delete all files.
3. Click **Yes** to confirm the deletion.

Scanning the Hard Drive

You can scan the hard drive to search for and repair errors.

Your computer may not have the ScanDisk application installed.

To Scan the Hard Drive

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **My Computer**.
4. Right click the hard disk drive you want to check.
5. Click **Properties**.
6. On the **Tools** tab, click the **Check Now** button.

7. Select the disk check options you want to use.

8. Click **Start** to begin scanning.

Defragmenting the Drive

You can improve the efficiency of the computer by defragmenting it regularly. Defragmenting moves the files closer together so that the hard drive space is used more effectively.

Your computer may not have defragmenting software installed or may use another type of defragmenter.

To Defragment the Hard Drive

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **My Computer**.
4. Right click the hard disk drive you want to check.
5. Click **Properties**.
6. On the **Tools** tab, click the **Defragment Now** button.
7. Select the disk you want to defragment.
8. Click **Defragment** to begin.

System Recovery

If you have trouble running programs or accessing data, some files on your hard drive may have been corrupted. If so, you may be able to solve the problem with one of the following programs:

- Microsoft System Restore, a component of the Windows XP operating system
- Compaq System Recovery, which is on the System Recovery CDs that you received with your computer

To Use Microsoft System Restore

Microsoft System Restore returns your computer to a previous state, without affecting most data files. Since it causes fewer changes to your system than Compaq System Recovery, try Microsoft System Restore first, if the computer allows you to access the program.

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **All Programs > Accessories > System Tools > System Restore**.
4. Follow the onscreen instructions.

To Use Compaq System Recovery

Compaq System Recovery recovers the operating system, drivers, and programs that were originally shipped with your computer. If possible, it conducts a Standard Recovery, which is non-destructive, keeping your data files unchanged on the hard drive.

Complete instructions for using Compaq System Recovery are on a separate sheet included with the System Recovery CDs.

1. Back up all your data files.

CAUTION: To restore your system successfully, it may be necessary for System Recovery to conduct a Full System Recovery. If so, all files currently on the hard drive are erased during the process.

2. Insert the Compaq System Recovery CD #1.
3. Follow the instructions included with the CDs.

Virus Protection

A computer virus can destroy information on the hard drive. You can get a virus from infected files accessed from:

- A diskette
- A CD or DVD disc
- An email message or attachment
- The Internet (only when downloading files)

Some viruses will affect your computer immediately, while others may activate only if you open a certain file or do not delete them before a certain date.

Norton AntiVirus is installed on your computer with preset options that make your computer safe. Your computer will be scanned for viruses after you enable the Norton AntiVirus application.

You should take the following precautions in order to protect your computer:

- Do not open unsolicited email from unknown sources.
- Download files only from sources you feel are safe.
- Always scan documents for viruses before opening.
- Make sure you have the latest version of Norton AntiVirus.

You can obtain free upgrades for six months from the date you register Norton AntiVirus. To download the latest version of the antivirus application, go to **www.norton.com**.

5

Finding Help & Support

This chapter provides information for identifying and solving common problems that may occur with your computer. You can easily diagnose and solve many computer problems on your own, without contacting a Compaq Support Specialist.

If you have a computer problem or question, check the following resources for answers:

- Review this chapter.
- Press the Internet **Help ?** button on your keyboard to access the built-in Compaq Help & Support Center.
- Visit the Compaq Help & Support Web site at: **compaq.com/consumersupport**
- Contact a Compaq Support Specialist at the telephone number listed in the *Warranty and Support Guide*.

The Web sites listed in this chapter may be specific to certain geographic regions, and they may be in English only.

Integrated Help Tool

If you don't find what you need in this chapter, press the **Help ?** button on your keyboard. This gives you access to an integrated help and assistance tool from Microsoft and Compaq, the Compaq Help & Support Center, which provides:

- Answers to questions about your hardware or software
- Help installing new peripherals or software applications
- Resolutions to hardware or software problems
- Access to the latest drivers, updates, and downloads

Online Service and Support

For rapid access to accurate service and support solutions, go to **compaq.com/consumersupport**. Whether you are a novice or a technical expert, knowledge, information, and assistance are available when and where you need them.

- Need access to drivers and product documentation? Find original product drivers, the latest updates and software fixes, warranty information, and product documentation.
- Join the Compaq Customer Communities, where novices and technical experts collaborate to share knowledge, information, and assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users (not available in all regions).
- Open an online service event with a Compaq Support Specialist. Do you have a product warranty issue or need to contact a technical expert? Contact Compaq online for the fastest time to a solution (not available in all regions). To ensure proper handling of your service event, please include your:
  - ❏ Product model number
  - ❏ Product serial number
  - ❏ Date of purchase
  - ❏ Detailed description of your issue or question

Preparing to Ship the Computer

If you have to ship the computer to Compaq for service, follow these guidelines when preparing it for shipment:

- Back up the hard drive.
- Make sure the backup media are not exposed to electrical or magnetic impulses.
- Remove any diskette, CD, or DVD from the drive and store it separately.
- Insert a blank diskette (floppy) into the disk drive.
- Turn off the computer and external devices. The hard drive automatically locks when the computer is turned off.
- Disconnect all power cords from the electrical outlet and then from the computer and external devices.
- Pack the computer and external devices in their original packing boxes or in sufficient packing material to protect them.

Solving Minor Problems

Before contacting a Compaq Support Specialist, keep in mind that the information needed to correct the problem may be at your fingertips. Try pressing the Internet **Help ?** button on your keyboard.

You may also find what you need in this troubleshooting section. For each situation, the **Symptom** indicates the sign or warning message for the type of problem you are having. The **Problem** identifies one or more reasons why the symptom may have occurred. The **Solution** describes what you should do to try to solve the problem.

Some of the symptoms listed for certain troubleshooting problems will not apply to your computer. For problems relating specifically to the monitor or printer, refer to the documentation that came with that equipment.

Audio

Symptom	Problem	Solution
No sound.	Speaker cables are not properly connected.	Turn off your computer using the normal "Turn Off Computer" procedure and reconnect the speakers.
	Volume is muted.	1. On the Windows desktop, click **Start**, then click **Control Panel**. 2. Click **Sounds, Speech, and Audio Devices**, then click **Sounds and Audio Devices**. 3. Click the **Mute** check box to remove the check mark from the box.
	Computer is in Stand By mode.	Press the **Power** button to resume from Stand By mode.

CD-ROM, CD-RW, DVD-ROM, or DVD+R/RW Drive

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD+R/RW drive cannot read a disc or takes too long to start.	CD has been inserted upside down.	Reinsert the CD with the label facing up.
	The DVD-ROM drive takes longer to start because it has to determine the type of media being played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed in this topic.
	CD or DVD disc is dirty.	Clean the CD or DVD with a CD cleaning kit, available from most computer stores.
	Windows does not detect CD-ROM or DVD-ROM driver.	1. On the Windows desktop, click **Start**, then click **Control Panel**. 2. Click **Performance and Maintenance**, then click **System**. 3. Click the **Hardware** tab, then click **Device Manager** button. 4. Click the plus sign **+** next to the CD/DVD-ROM drives, and select the drive you are having a problem with. 5. Click **Action** menu item and select **Uninstall**. 6. Restart your computer, and let Windows detect the CD or DVD driver.

CD-ROM, CD-RW, DVD-ROM, or DVD+R/RW Drive *(Continued)*

Symptom	Problem	Solution
Recording audio CDs is difficult or impossible.	Wrong disc type or poor quality disc.	Verify that you are using the correct disc type (media) for the drive. Try a different brand of disc. Quality varies widely between manufacturers.

Diskette Drive

Symptom	Problem	Solution
Unable to read the diskette.	A non-formatted diskette has been inserted.	To format the diskette: 1. On the Windows desktop, click **Start** then click **My Computer**. 2. Right-click on the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options and click **Start** to begin formatting the diskette.
	Diskette is damaged.	Replace the diskette with a new one.
"Invalid system disk" message is displayed.	A diskette has been left in the drive.	When drive activity stops, remove the diskette and press the **Spacebar**. The computer should start up.
	Diskette error has occurred.	Restart your computer by pressing the **Power** button.

Diskette Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive light stays on.	Diskette has been improperly inserted.	Remove the diskette and reinsert it: insert the edge with the sliding cover into the drive, face up, and push the diskette in until it stops.
	Diskette drive is damaged.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to the *Warranty and Support Guide* for details.

Diskette Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive cannot save information to the diskette.	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, click **Start**, then click **My Computer**. 2. Right-click on the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options and click **Start**.
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	Diskette is full or the file is too big.	Use another diskette or compress the file to reduce the size.
	Diskette is damaged.	Replace the diskette.
	File Save command not properly executed.	When saving information to the diskette drive, verify that you are using the correct drive letter.

Diskette Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive cannot read a diskette.	Diskette drive has failed.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to the *Warranty and Support Guide* for details.
	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, click **Start** then click **My Computer**. 2. Right-click on the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options and click **Start** to begin formatting the diskette.
Drive not found.	Internal cable is loose.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to the *Warranty and Support Guide* for details.

Display (Monitor)

Symptom	Problem	Solution
✎ If you encounter display problems, refer to the documentation that came with your monitor and to the common causes and solutions listed in this table.		
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is not turned on.	Press the **Power** button on the front of the monitor.
Screen is blank.	Monitor connector cable is not properly connected to the back of the computer.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the computer.
	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	Computer is in Stand By mode.	Press the **Power** button to resume from Stand By mode.

Hard Drive

Symptom	Problem	Solution
Computer seems to be locked up.	Program in use has stopped responding to commands.	Attempt the normal Windows "Turn Off Computer" procedure. If this fails, press the **Power** button for four or more seconds to turn off the power. To restart your computer, press the **Power** button again.
Hard drive error message is displayed.	Part of hard drive has failed or is about to fail.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to the *Warranty and Support Guide* for details.

Hardware Installation

Symptom	Problem	Solution
A new device is not recognized as part of the system.	Device is not seated or connected properly.	Ensure that the device is properly and securely connected and that the pins in the connector are not bent down.
	Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent down.
	Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
	When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.
	A plug and play board may not automatically configure when added if the default configuration conflicts with other devices.	Deselect the automatic settings in the operating system for the board and choose a basic configuration that doesn't cause a resource conflict. You can also use Computer Setup to reconfigure or disable devices to resolve the resource conflict.

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying connections: telephone line to telephone (for external phone sets) and telephone line to wall jack (from computer to wall).
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.

Internet Access *(Continued)*

Symptom	Problem	Solution
Cannot automatically launch Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP and launch the desired program.
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1. Click **Start**, then click **Control Panel**. 2. Click **Printers and Other Hardware**. 3. Click **Phone and Modem Options**. 4. Select the **Modems** tab, then click the **Properties** button. 5. Under **Device status**, verify the modem is working properly. 6. Under **Device usage**, verify the modem is enabled. 7. If there are further problems, click the **Troubleshoot** button and follow the onscreen instructions.

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the computer.	Keyboard connector is not properly connected.	1. On the Windows desktop, click the **Start** button. 2. Click **Turn Off Computer**. 3. Select **Turn Off**. 4. After the shutdown is complete, reconnect the keyboard to the back of your computer and restart your computer.
	Program in use has stopped responding to commands.	Shut down your computer using the mouse. If your mouse cannot activate a shutdown, refer to the solution "Shut down your computer using the keyboard" on page 5–16.
	Keyboard is damaged.	Refer to the *Warranty and Support Guide* for details.
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys.

Keyboard and Scroll Mouse *(Continued)*

Symptom	Problem	Solution
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the computer.	Shut down your computer using the keyboard 1. Press the **Ctrl** and **Esc** keys at the same time to display the **Start** menu. 2. Use the up or down arrow key to select **Turn Off Computer**, and then press the **Enter** key. 3. Use the up or down arrow key to select the **Turn Off** option, and then press the **Enter** key. 4. After the shutdown is complete, plug the mouse connector into the back of your computer and restart your computer.
	Program in use has stopped responding to commands.	Shut down your computer using the keyboard, as described above.
Mouse will move only vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit (available from most computer stores).
	Mouse needs repair.	See the *Warranty and Support Guide* for details.

Memory

Symptom	Problem	Solution
Insufficient memory message is displayed.	All memory in the computer is being used by open programs, and memory is needed for a desired task.	1. Press the **Help ?** button. 2. Select **Adjust your startup resources to improve performance** or **Improve your hard drive performance**. 3. Follow the onscreen instructions.

Optical Mouse

Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Mouse is not connected properly.	Try unplugging, then reconnecting the mouse cable to your computer. The mouse cable goes into the computer's PS/2 port.
Mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaced, glass, or other see-through surfaces inhibit the ability of the sensor to track the cursor.	Place the mouse on a mousepad or white sheet of paper.

Power

Symptom	Problem	Solution
Computer will not turn on.	Line voltage selection switch is not in the proper position for your region (115V/230V).	Set the line voltage selection switch to the correct setting for your region, or call Compaq Technical Support for assistance. Refer to the *Warranty and Support Guide* for details.
	Computer is not connected to an external power source.	Connect to an external power source. Ensure that cables connecting the computer to the external power source are plugged in properly.
	Drive power, data, or power supply cables may not be properly connected.	Reseat drive power, data, and power supply cables.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.

Power *(Continued)*

Symptom	Problem	Solution
"Illegal Operation has Occurred" error message is displayed.	Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
	Configuration files are corrupt.	If possible, save all data, close all programs, and restart your computer. If the error message returns, press the **Help ?** button on the keyboard to access the Compaq Help & Support Center and select **Undo harmful or unintended changes to your system**.
Computer will not start.	System files may have been damaged.	Restore the system. See "System Recovery" on page 4–6 or refer to the *Warranty and Support Guide*.
	Wrong memory modules were used in the upgrade, or memory modules were installed in the wrong location.	Reinstall the old memory to return your computer to its original state. Refer to "Upgrading or Replacing Memory" on page 6–11 for instructions.
	Hard drive is damaged.	Refer to the *Warranty and Support Guide* for details.
Computer appears locked up and won't turn off when the power button is pressed.	Software control of the power switch is not functional.	Press and hold the power button for at least 4 seconds until the computer turns off.

Power *(Continued)*

Symptom	Problem	Solution
Computer powered off automatically.	The unit temperature was exceeded. The fan may be blocked.	1. Unit is in an exceedingly hot environment. Let it cool down. 2. Ensure computer air vents are not blocked and internal fan is running.
	The unit temperature was exceeded because the computer was functioning with the cover or access panel removed.	Replace cover or access panel, and let the computer cool down before attempting to turn on power to the computer.
	Processor or system fan has failed.	Contact a Compaq Support Specialist.

Miscellaneous

Symptom	Problem	Solution
Computer date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. Battery life is approximately 3–5 years.	First, reset the date and time in your operating system. If the problem persists, replace the RTC battery. Contact a Compaq Support Specialist.
Printer problems.	Printer will not print.	If you encounter printer problems, refer to the documentation that came with your printer.

6

Upgrading the Computer

You can replace or upgrade several components in your computer. This chapter describes procedures for accessing the internal parts of the computer and installing components.

Preparing the Computer

CAUTION: Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object.

1. Remove any diskette or optical disc (CD or DVD) from the computer.
2. To shut down the computer, click the **Start** button, and then click **Turn Off Computer**. The Turn Off Computer dialog box is displayed. Select **Turn Off** to turn the computer off.

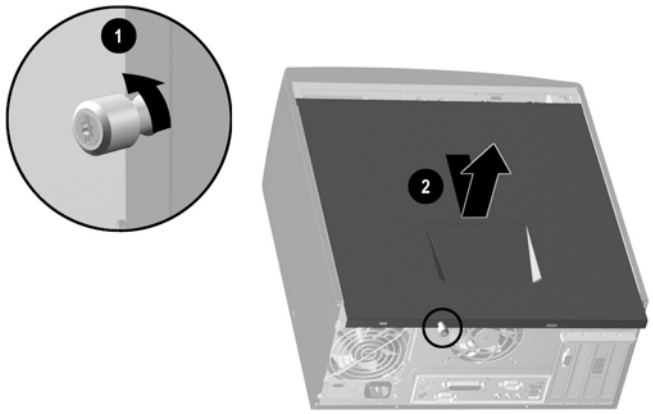
3. Disconnect the power cord from the electrical outlet ❶ and then from the computer ❷.

Disconnecting the Power Cord

WARNING: To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

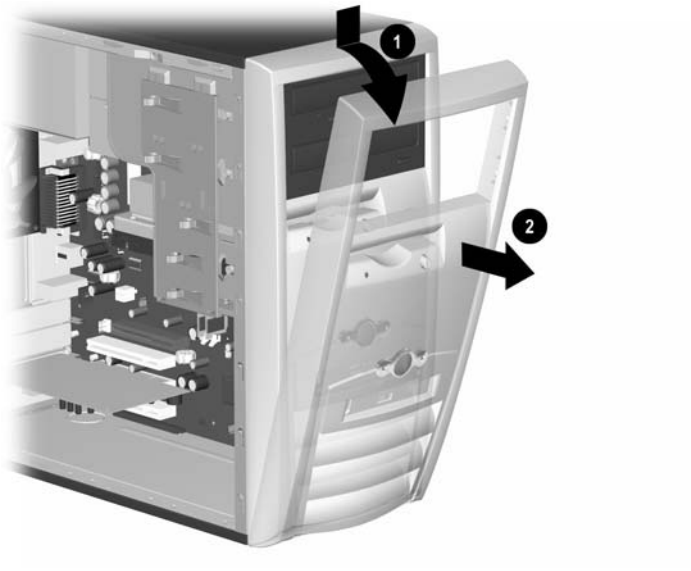
4. Disconnect all external devices connected to the computer.
5. Lay the computer on its side with the access panel (the side with the pull grip) facing up.

6. Remove the access panel by loosening the screw ❶ that secures the access panel to the computer chassis. Slide the access panel back ❷ about 1 inch (2.5 cm), then lift it up and off the unit.



Removing the Computer Access Panel

7. Remove the front bezel by gently prying the top section ❶ of the bezel away from the chassis. On the inside of the front bezel, press the center two tabs (not the bottom tabs) to release the bezel, then pull it from the chassis ❷.



Removing the Front Bezel

Removing or Upgrading a Drive

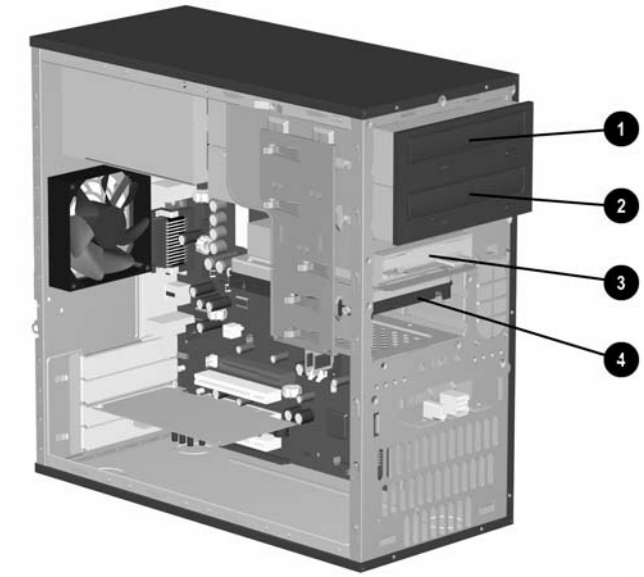
Depending on your computer configuration, you may have up to four of the following storage drives in your computer.

- CD-ROM or CD-RW drive
- DVD-ROM or DVD+R/RW drive
- Hard drive
- Diskette drive

This section describes the procedure for replacing or upgrading your storage drives. You will need a Torx or flathead screwdriver to replace any of the drives.

CAUTION: Make sure you back up your personal files on the hard drive to an external storage device, such as a CD, before removing the hard drive. Failure to do so will result in data loss. After replacing the hard drive, you will need to run the System Recovery CDs to load the Compaq factory installed files. See "System Recovery" on page 4–6 for details.

Locating Drive Positions

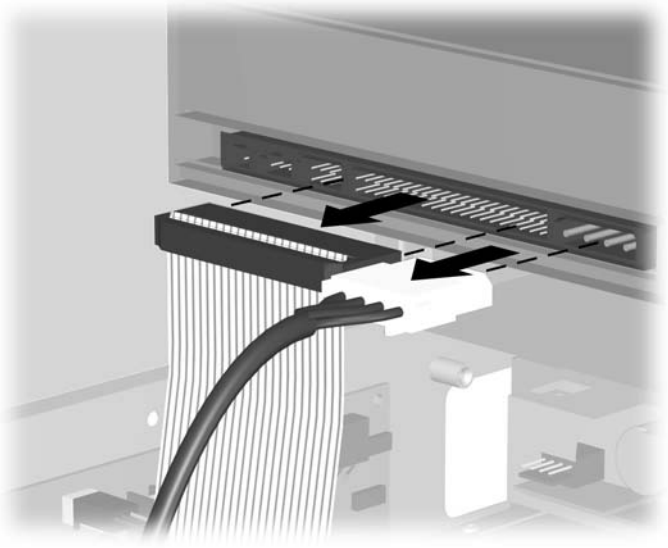


Drive Positions

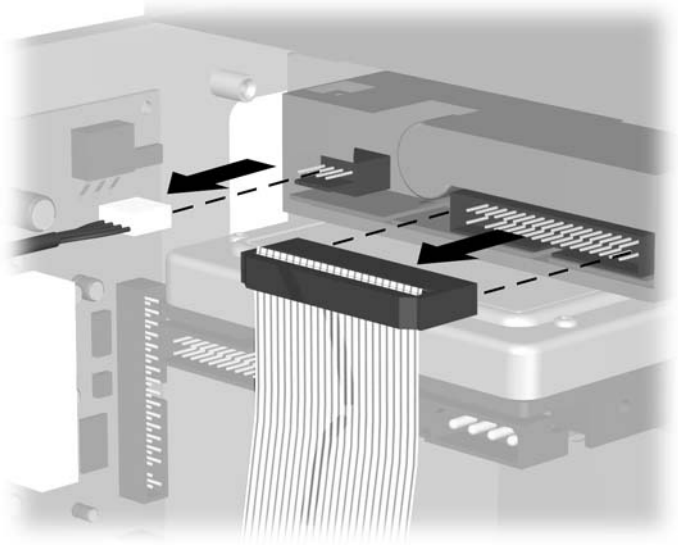
❶	Optical drive (may be a CD-ROM, CD-RW, DVD-ROM, or DVD+R/RW drive)
❷	Second optical drive (may be a DVD-ROM, DVD+R/RW, CD-ROM, or CD-RW drive)
❸	Diskette drive
❹	Hard drive

Removing A Drive

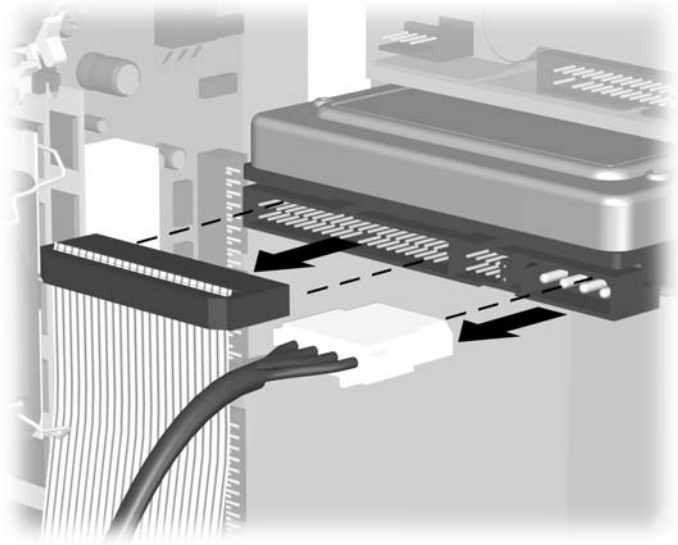
1. Locate the drive you want to remove. See “Locating Drive Positions” on page 6–5 for details.
2. Complete the procedure described in “Preparing the Computer” on page 6–1.
3. Disconnect the power and data cables from the back of the drive you want to remove, as indicated in the following illustrations.



Disconnecting the Optical Drive Cables

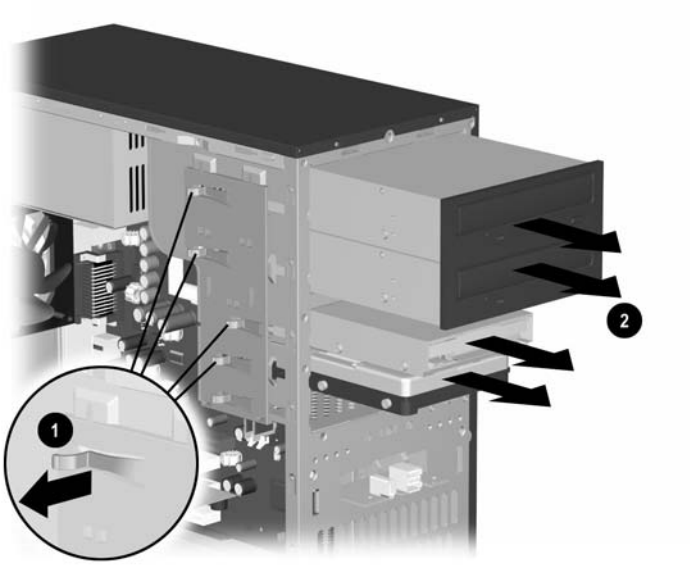


Disconnecting the Diskette Drive Cables



Disconnecting the Hard Drive Cables

4. A latch drive bracket with release tabs ❶ secures the drives in their respective positions. Lift the release tab on the latch drive bracket for the drive you want to remove, then slide the drive from its drive bay ❷.



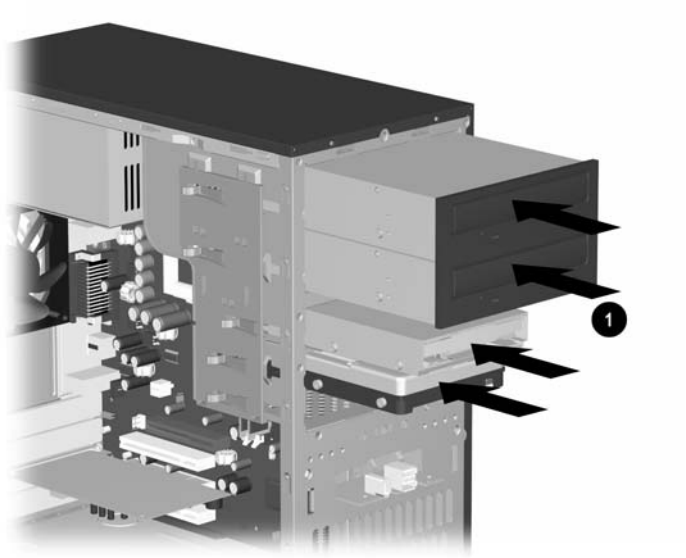
Removing a Drive

5. If you are replacing the old drive with a new drive, remove the four screws, two from each side, from the old drive. You will need these screws to install in the new drive.

Replacing or Adding a Drive

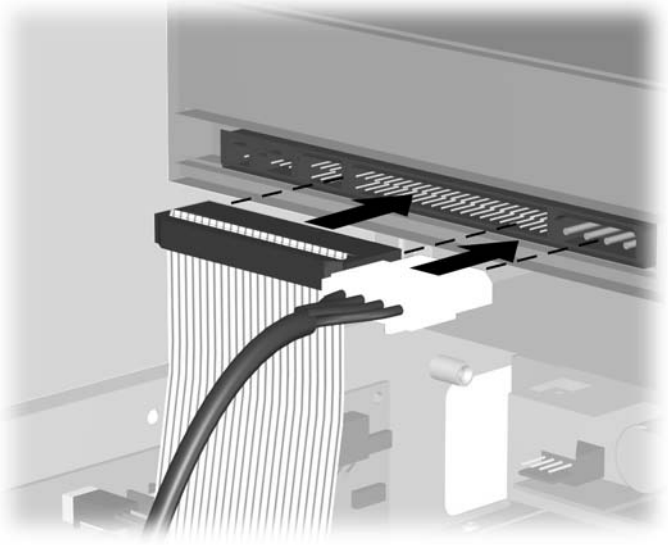
1. Install the four guide screws (two on each side) that you removed from the old drive into the new drive. The screws help guide the drive into its proper position in the bay.

2. Slide the drive into the drive bay ❶, making sure to align the guide screws with the guide slots, until it snaps into place.

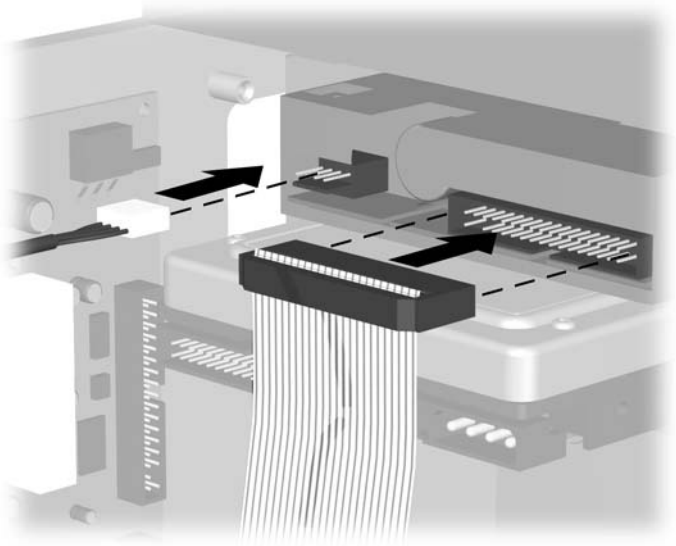


Sliding the Drive into the Drive Bay

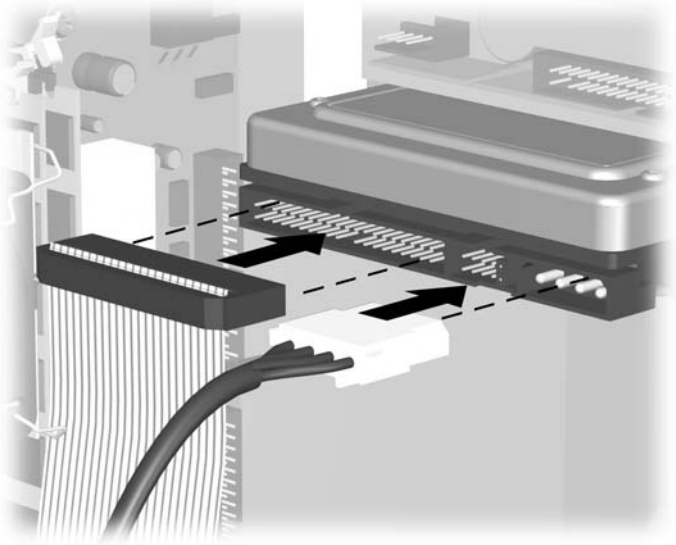
3. Reconnect the power and data cables to your drive as indicated in the following illustrations.



Reconnecting the Optical Drive Cables



Reconnecting the Diskette Drive Cables



Reconnecting the Hard Drive Cables

4. Complete the procedure described in "Reassembling the Computer" on page 6–20.
5. Turn on the computer.
6. If you replaced the hard drive, restore the system, software drivers, and any software applications that were preinstalled on the computer from Compaq. See "To Use Compaq System Recovery" on page 4–6 for details. When the restore process is completed, reinstall the personal files that you backed up before replacing your hard drive.

Upgrading or Replacing Memory

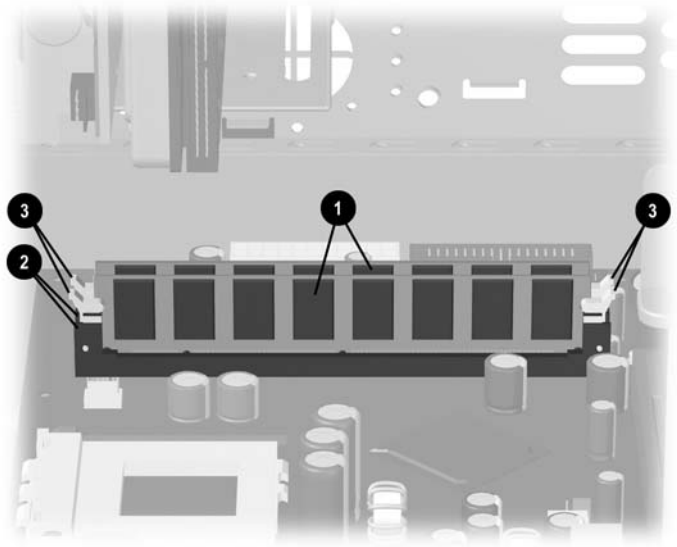
Your computer comes with random access memory (RAM), which temporarily stores data and instructions on your computer. Memory expansion modules can be installed in the memory expansion slots in the computer.

No tools are needed to remove, replace, or upgrade memory modules.

Removing a Memory Module

CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

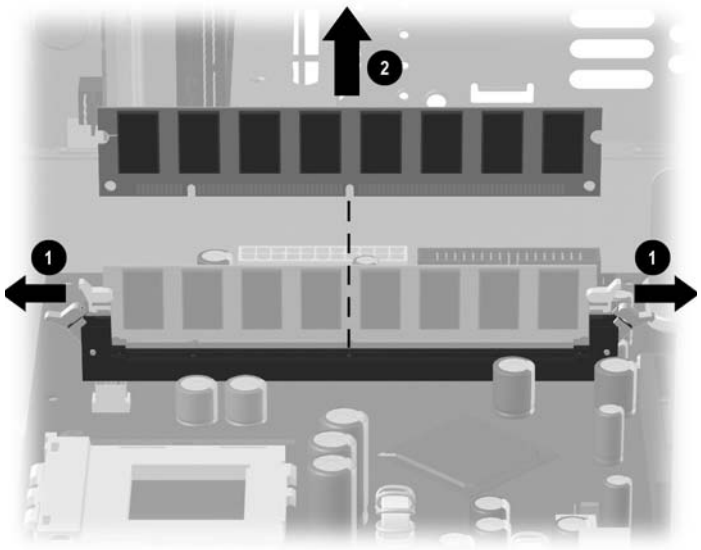
1. Complete the procedure described in "Preparing the Computer" on page 6–1, but do not remove the front bezel.
2. Locate the memory module inside your computer. See the following illustration for the location of the memory modules ❶, memory slots ❷ and release latches ❸ on the system board.



Locating the Memory Module

The location and number of memory modules may vary slightly by model.

3. Open both latches of the memory module socket ❶ found at each end of the memory module. Lift the memory module ❷ from the memory slot.



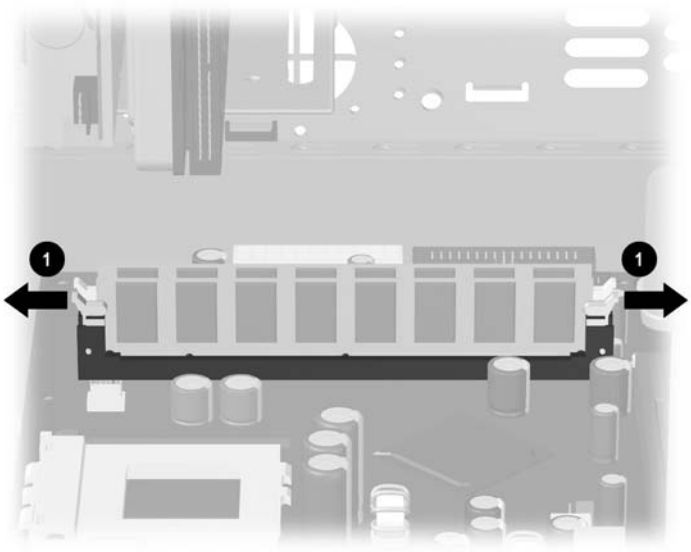
Removing a Memory Module

Replacing or Adding a Memory Module

Upgrade the memory in your computer with memory of the same type and speed to the memory originally installed in your computer. You can find out exactly what type of memory is in your computer at the **compaq.com/athome/memory** Web site (not available in all languages).

CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

1. Open both latches of the memory module socket ❶.

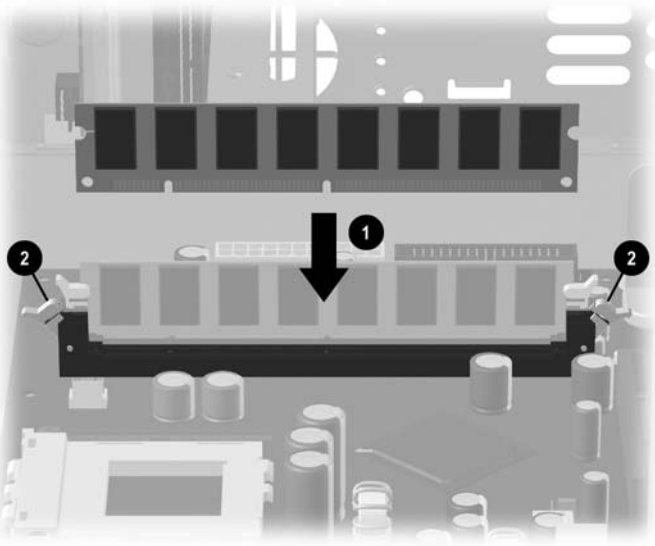


Opening the Latches on the Memory Module Socket

If you are *replacing* a memory module, put the new memory module in the same memory slot from which the old memory was removed.

If you are *adding* a memory module, install the new module into the socket nearest the preinstalled module, and install additional modules in the next available sockets.

2. The memory module can be installed in only one way. Match the notch on the module ❶ with the tab on the memory socket. Push the module carefully and firmly into the slot ensuring that the latches ❷ on both ends snap into place.



Installing a Memory Module

3. Complete the procedure described in "Reassembling the Computer" section of this guide.

If a blank screen is displayed after replacing or adding a memory module, the memory is installed incorrectly or it is the wrong type of memory. Remove and reinstall the memory module.

Removing or Installing an Expansion Card

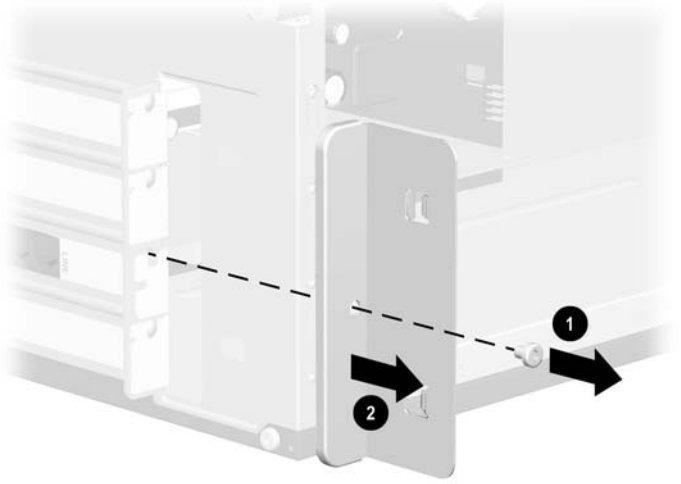
An expansion card is a circuit board that fits into a computer expansion slot. Your computer contains several expansion slots that can be used to add components to your computer. Component configurations vary by model.

Expansion cards you can replace or add to your computer include:

- Modem
- Network Interface Card (NIC)
- Graphics Card
- Sound Card

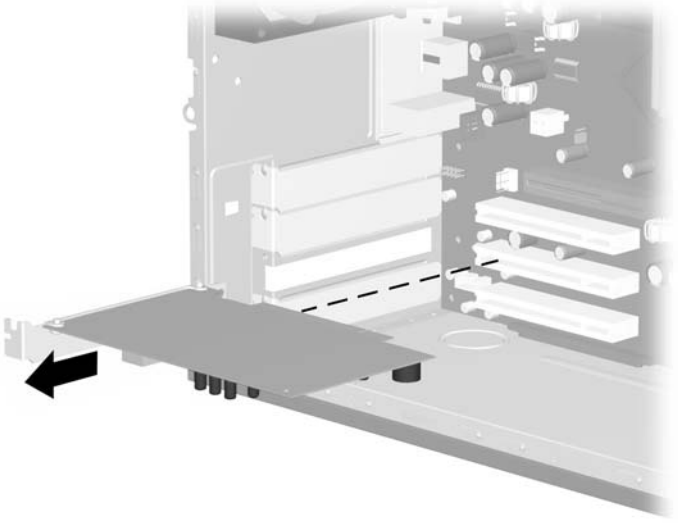
A Phillips screwdriver is needed to remove, replace, or add an expansion card.

1. Complete the procedure described in "Preparing the Computer" on page 6–1, but do not remove the front bezel.
2. On the rear of the computer an expansion bracket cover secures the expansion slots. To remove the expansion bracket cover, remove the screw from the bracket cover ❶, then remove the expansion bracket cover ❷.



Removing the Screw and Expansion Bracket Cover

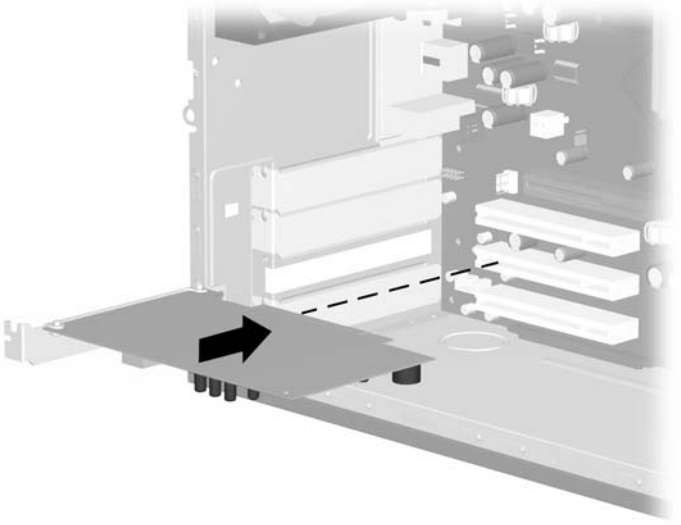
3. Inside the computer, locate the expansion slots on the system board.
4. If you are removing an expansion card, hold the card at each end, carefully rock it back and forth until the connectors pull free from the socket. Be sure not to scrape the card against the other components.



Removing an Expansion Card

5. If you are not replacing the old expansion card with a new expansion card, install the expansion slot cover to close the open slot. Insert the metal slot cover in the opened slot and install a screw to the top of the cover to secure it in place.

6. If you are replacing or adding a new expansion card, align the edge of the expansion card with the slot on the chassis and gently press the card straight down into the expansion slot.

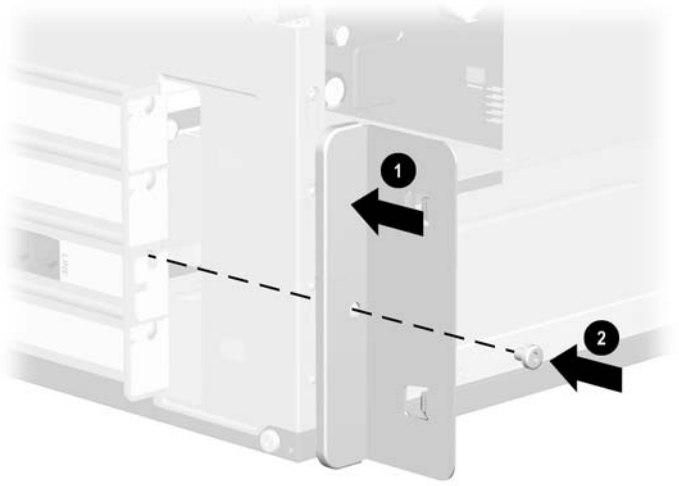


Replacing or Adding an Expansion Card

When you install an expansion card, press firmly on the card so that the whole connector seats properly in the expansion card slot.

7. If you have replaced or added a new expansion card, store the old card in the anti-static packaging that contained your new card.

8. Replace the expansion cover bracket ❶ and screw ❷.



Replacing the Expansion Bracket Cover

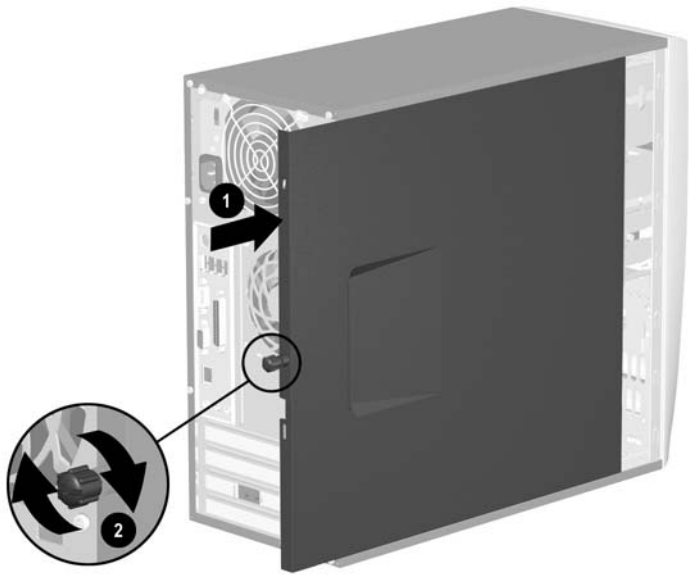
9. Complete the procedure described in "Reassembling the Computer" on page 6–20.

Reassembling the Computer

1. Position the chassis in the upright position. At an angle, align the top of the front bezel with the top slots of the chassis ❶ so that front bezel hooks onto the chassis, then press the bottom end of the bezel to the chassis until it snaps into place ❷.

Replacing the Front Bezel

2. Place the side access panel in the proper position on the chassis and slide it into place ❶. Ensure that the hole for the thumbscrew is aligned with the hole in the chassis ❷ and replace the thumbscrew.



Replacing the Side Access Panel

3. Reconnect the power cable ❷ to the computer and plug the cable into an electrical outlet ❶.

Reconnecting the Power Cable

4. Reconnect all peripheral devices to the computer.

WARNING: To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug telecommunications or telephone connectors into the network interface controller (NIC) ports.

5. Turn on the computer by pressing the power button.

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